



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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August 24, 2007

TO: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley *km*
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – CRITTENTON
SERVICES FOR CHILDREN AND FAMILIES, INCORPORATED -
VALLEY VIEW GROUP HOME**

We have completed a review of Valley View Group Home (Group Home or Agency) operated by Crittenton Services for Children and Families, Incorporated. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Valley View Group Home is a 64-bed facility, which provides care for girls ages 13-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Valley View Group Home was providing services for 12 DCFS children and 38 Probation children.

Valley View Group Home is located in Orange County.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews

"To Enrich Lives Through Effective and Caring Service"

with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. Valley View Group Home needs to improve the quality of meals and treat all children with respect and dignity.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (626) 293-1102.

JTM:DC:CC:jdh

Attachments

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Susan Kerr, Chief Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
Joyce Capelle, Executive Director, Crittenton Services for Children and Families
Public Information Office
Audit Committee

**Crittenton Services for Children and Families, Incorporated
Valley View Group Home
100 East Valley View
Fullerton, California 92837
License Number: 300612972
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Valley View Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV, a DVD player, books and a computer with a variety of programs.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendation

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Six

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

There are no recommendations for this section.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Six

Comments:

Children are attending school. Children are also provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Six

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities.

Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Six

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Overall, children express satisfaction with the quality of their interactions with staff and report that most of the staff treats them with respect and dignity. However, some children report that staff sometimes interacts with them in a rude manner.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Overall, children are not satisfied with the quality and variety of meals. Some children report that the food is not healthy and does not taste good.

Children receive voluntary medical, dental and psychiatric care.

Recommendations

1. Crittenton Services for Children and Families management:

- a. Ensure that all staff treat each child with respect and dignity and monitor staff's interactions with children.**
- b. Provide children with satisfying meals and snacks that are healthy and balanced.**

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Six

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

There are no recommendations for this section.

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Federal Tax ID 95-2492427
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July 9, 2007

County of Los Angeles
Department of Auditor-Controller
Children's Group Home Ombudsman
500 West Temple St., Room 515-A
Los Angeles, CA 90012-2766

RE: Annual Group Home Audit Results - Corrective Action Plan
(amended)

Dear Candace Rhue,

I would like to address the recommendations which were made in the
Personal Rights category.

*1a) "Ensure that all staff treat each child with respect and
dignity, and monitor staff's interactions with children"*

Crittenton has implemented and will continue to monitor the following in order to ensure personal rights are met. After a 1 year pilot program the Valley View Campus implemented a new social skills-based behavior modification program in an attempt to move toward a program that truly focused on learning and accountability in September 2006. This program, now that it has been expanded to the other four cottages, is in its infancy and we, as management, continue to evaluate its effectiveness and train staff on this new approach. We are continually working to train staff in the theory behind the program model how it is to be facilitated. We have promoted a senior Unit Supervisor to the position of Intern & Training Coordinator (Regis Vogel) in order to continue to assess the needs of the program and teach staff one-on-one (as needed). In order to provide additional support and guidance to the residential counselors, the Unit Supervisor schedules were amended to later hours. In addition, each staff participates in supervision with their supervisor in order to address concerns and strengths. Clients are always allowed to file client concern forms and/or grievances with the Program Director which are addressed within 48 hours. I, along with other senior management collaborate to address concerns and areas of growth that arise with all staff and clients.

1b) "Provide children with a variety of satisfying healthy meals"

Crittenton has implemented and will continue to monitor the following in order to ensure that variety of snacks and meals are provided. Our meal program meets the USDA nutritional guidelines and we incorporate a 5 week cycle where new items are added or replaced. The menu is regularly changed and feedback from clients is evaluated via surveys at least 1 time per year. Clients are allowed to purchase additional snacks on home passes or community outings with staff with their personal allowance. The cottages are routinely stocked with items like milk, juice, bread, PB&J, popcorn, fresh fruit, string cheese and yogurt. Additional healthy snacks such as pretzels, granola bars, pudding cups, crackers, etc are provided depending on what is available through the food bank. Our Food Services Manager, Maria Renteria, is responsible for all food related concerns.

As a general rule, the Directors of each program are responsible for ensuring the corrective action is successful. Jayne Millstein, Director of Quality Assurance, also participates in monthly walk-throughs, along with the Senior Vice President and Vice President of Residential Programs in order to assess improvements.

Crittenton Services is committed to providing exceptional services to each of our clients. Should you have any additional questions or concerns regarding this response, please contact Lisa Simpson at (714) 680-9057.

Respectfully,



Lisa Simpson, MA, PPSC
Program Director - Valley View Campus